

Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	02/15/2011
2.	Notice (if appropriate) to Headquarters of suspension	N/A
3.	Notice (if appropriate) to customers/district personnel of suspension	N/A
4.	Highway map with community highlighted	02/18/2011
5.	Eviction notice (if appropriate)	N/A
6.	Building inspection report & photos of building deficiencies	N/A
7.	Post Office and community photos	03/09/2011
8.	Form 150, <i>Postmaster Workload Information</i>	03/09/2011
9.	Worksheet for calculating work service credit	03/09/2011
10.	Window transaction record	03/08/2011
11.	Record of incoming mail	03/08/2011
12.	Record of dispatched mail	03/08/2011
13.	Administrative postmaster/OIC comments	02/18/2011
14.	Inspection Service/local law enforcement vandalism reports	02/18/2011
15.	Post Office fact sheet	03/09/2011
16.	Community fact sheet	02/18/2011
17.	Alternate service options/cost analysis	03/09/2011
18.	Form 4920, <i>Post Office Closing or Consolidation Proposal—Fact Sheet</i> (with past three fiscal years of total revenue and revenue units)	03/09/2011
19.	Analysis of investigative findings/recommendations	03/09/2011
20.	Questionnaire instruction letter to postmaster/OIC	03/14/2011
21.	Cover letter, questionnaire, and enclosures	03/14/2011
22.	Returned customer questionnaires & PO response letters	03/11/2011
23.	Analysis of questionnaires	04/12/2011

Item No.	Description	Date Entered into Record
24.	Community meeting roster	03/29/2011
25.	Community meeting analysis	03/29/2011
26.	Community meeting letter (if meeting held prior to questionnaire)	N/A
27.	Petition and Postal Service response letter (if appropriate)	N/A
28.	Congressional inquiry & Postal Service response letter (if appropriate)	N/A
29.	Proposal checklist	04/12/2011
30.	District notification to Government Affairs	04/18/2011
31.	Instructions to postmaster/OIC to post proposal	04/12/2011
32.	Invitation for comments exhibit	04/18/2011
33.	Proposal exhibit	04/18/2011
34.	Comment form exhibit	04/18/2011
35.	Instructions for postmaster/OIC to remove proposal	06/15/2011
36.	Round-date stamped proposals & invitations for comments	06/23/2011
37.	Notification of taking proposal & comments under consideration	06/15/2011
38.	Customer comments and Postal Service response letters	N/A
39.	Premature Postal Rate Commission appeal and Postal Service response letter (if appropriate)	N/A
40.	Analysis of comments	N/A
41.	Revised proposal (if appropriate)	N/A
42.	Updated Form 4920 (if appropriate)	N/A
43.	Certification of record	06/21/2011
44.	Log of Post Office discontinuance actions	06/21/2011
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	06/23/2011
46.	Headquarters' acknowledgment of receipt of record	06/23/2011
47.	Final determination transmittal letter from Headquarters	

Item No.	Description	Date Entered into Record
48.	Instruction letter to postmaster/OIC on posting	07/07/2011
49.	Round-date stamped final determination cover sheets	08/10/2011
50.	<i>Postal Bulletin</i> Post Office Change Announcement form	
51.	Appeal letter	07/25/2011
52.	Public notice postings on appeal (if appropriate)	
53.	Postal Rate Commission opinion on appeal affirming final determination (if appropriate)	
54.	Vice President, delivery and retail, instruction letter	
55.	Letter to customers	
56.	Notification to local Address Management Systems (AMS) to update AMS database	
57.	Announcement in <i>Postal Bulletin</i>	

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02/15/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 1A-02 congressional district.

Post Office Name:	CHILLICOTHE
Zip+4 Code:	52548-9014
EAS Level:	53
Finance Number:	181629
County:	Wapello
Proposed Admin Office:	OTTUMWA PO
ADMIN Miles Away:	7.0
Near Office Name:	KIRKVILLE PO
Near Miles Away:	4.0
Number of Customers:	
Post Office Box:	32
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	16
Intermediate HCR:	0
City Delivery:	0
Total Customers:	48

The above office became vacant when the postmaster retired on 04/30/1999.

Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

AMY BALIK
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

02/15/2011

DATE

cc: Area Manager, Public Affairs and Communication



NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: CHILLICOTHE State: IA Zip Code: 52548
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-02 County: Wapello
EAS Grade: 53 Finance Number: 181629
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 02/15/2011
Fax No: (319) 399-5502



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: CHILLICOTHE State: IA Zip Code: 52548
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-02 County: Wapello
EAS Grade: 53 Finance Number: 181629
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

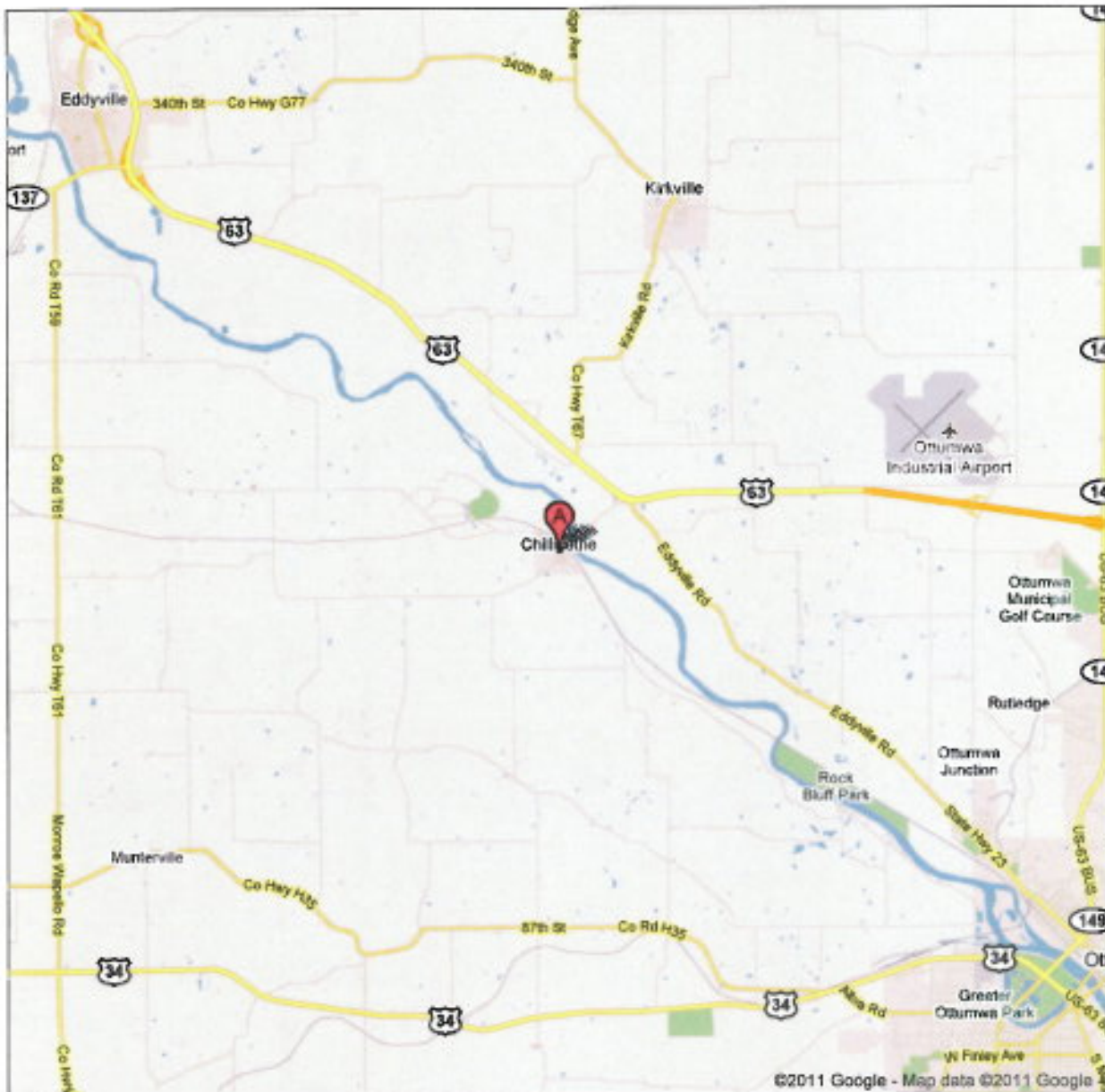
Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 02/15/2011
Fax No: (319) 399-5502



Address Chillicothe, IA

Get Google Maps on your phone
Text the word "GMAPS" to 466453



Eviction Notice

A. Office

Name: CHILLICOTHE State: IA Zip Code: 52548
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-02 County: Wapello
EAS Grade: 53 Finance Number: 181629
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/13/2011
Fax No: (319) 399-5502



Building Inspection Report

A. Office

Name: CHILLICOTHE State: IA Zip Code: 52548
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-02 County: Wapello
EAS Grade: 53 Finance Number: 181629
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/13/2011
Fax No: (319) 399-5502



Front of Chillicothe PO



Back of Chillicothe PO

PS Form 150, Postmaster Workload Information

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Post Office, State & Zip Code CHILLICOTHE, IA 52548		Postmaster's Signature J52820	Date 03/09/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52406		District Manager's Signature KT9VD4	Date 03/09/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		53
2.	Finance Number	(1-6)	181629
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	32
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	16
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	32	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	16	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
 - A contract station is a detached finance unit manned by non-postal employees.
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and canceling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

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Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: CHILLICOTHEOffice Zip+4: 52548 -9014District: HAWKEYE PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>32</u>	X 1.0	=	<u>32</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>16</u>	X 0.7	=	<u>11</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>43</u>

Revenue WSCs

First	25 revenue units: 1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units: 0.50	X	<u>1</u> units	=	<u>0.50</u>
Next	700 revenue units: 0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units: 0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units: 0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:					<u>25.50</u>

Activity WSCs 43 + Revenue WSCs = 25.50 Base WSCs 68.50 = EAS Grade CPrevious evaluation: EAS grade 53

Effective date of change in service hours: _____ (if appropriate)

(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

KAREN LENANE

KAREN.S.LENANE@USPS.GOV

Printed Name

Signature

HAWKEYE PFC District Review Coordinator

03/09/2011

Title

Date

Window Transaction Survey

Window Transaction Survey									
PO Name:	CHILLICOTHE	ZIP+4:	52548 - 9014	Completed By:	J52820				
Survey Period:	02/19/2011	through	03/04/2011						
<p>Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (///) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.</p>									
Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D. (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.787)	
Sat - 02/19	4	0	0	0	0	0	0	0	
Sun - 02/20	0	0	0	0	0	0	0	0	
Mon - 02/21	0	0	0	0	0	0	0	0	
Tue - 02/22	4	3	0	0	1	1	0	0	
Wed - 02/23	3	0	1	0	0	0	0	0	
Thu - 02/24	2	1	0	0	0	0	0	0	
Fri - 02/25	0	1	0	0	0	0	0	0	
Sat - 02/26	4	2	0	0	0	0	0	0	
Sun - 02/27	0	0	0	0	0	0	0	0	
Mon - 02/28	2	1	0	0	0	0	0	0	
Tue - 03/01	1	1	0	0	0	0	0	0	
Wed - 03/02	2	0	0	0	0	0	0	0	
Thu - 03/03	1	0	0	0	0	0	0	0	
Fri - 03/04	0	0	0	0	0	0	0	0	
TOTALS	23	9	1	0	1	1	0	0	
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188	
Daily Average	2.0	1.1	0.2	0.0	0.3	0.2	0.0	0.0	
Average Number Daily Transactions:				3.9		Average Daily Retail Workload in Minutes:		3.8	

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4 CHILLICOTHE 52548 - 9014
 Dates Recorded 02/19/2011 through 03/04/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/19	11	0	0	0	0	0	0	0
Sun - 02/20	0	0	0	0	0	0	0	0
Mon - 02/21	0	0	0	0	0	0	0	0
Tue - 02/22	7	0	0	0	2	0	0	0
Wed - 02/23	14	0	0	0	0	0	1	0
Thu - 02/24	5	0	1	0	0	0	0	0
Fri - 02/25	3	0	0	0	1	0	0	0
Sat - 02/26	6	0	0	0	1	0	1	0
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	32	0	3	0	0	0	0	0
Tue - 03/01	19	0	0	0	1	0	0	0
Wed - 03/02	15	0	2	0	0	0	0	0
Thu - 03/03	13	0	0	0	0	0	1	0
Fri - 03/04	3	0	0	0	3	0	0	0
TOTALS	128	0	6	0	8	0	3	0
Daily Average	11.6	0.0	0.5	0.0	0.7	0.0	0.3	0.0

Signature of Person Making Count: J52820
 Printed Name: J52820
 Date: 03/08/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	2227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched MailSurvey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4

CHILLICOTHE 52548 - 9014

Dates Recorded

02/19/2011 through 03/04/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/19	16	0	0	0	0	0	0	0
Sun - 02/20	0	0	0	0	0	0	0	0
Mon - 02/21	0	0	0	0	0	0	0	0
Tue - 02/22	17	0	0	0	2	0	0	0
Wed - 02/23	14	0	0	0	0	0	1	0
Thu - 02/24	5	0	1	0	1	0	0	0
Fri - 02/25	4	0	1	0	1	0	0	0
Sat - 02/26	7	0	0	0	1	0	1	0
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	29	0	2	0	1	0	0	0
Tue - 03/01	26	0	0	0	1	0	0	0
Wed - 03/02	19	0	2	0	0	0	0	0
Thu - 03/03	15	0	0	0	0	0	1	0
Fri - 03/04	4	0	0	0	3	0	0	0
TOTALS	156	0	6	0	8	0	3	0
Daily Average	14.2	0.0	0.5	0.0	0.7	0.0	0.3	0.0

Signature of Person Making Count:

J52820

Printed Name:

J52820

Date:

03/08/11

02/18/2011

OIC/POSTMASTER

SUBJECT: CHILLICOTHE Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the CHILLICOTHE Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the CHILLICOTHE Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 03/04/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>32</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>16</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>48</u>

If you have any comments on alternate means of providing services to the CHILLICOTHE customers, please provide them below:

We have 2 elderly women who don't drive and will only get out when the weather is nice so I think RR boxes would probably be better for them.

KAREN LENANE
Post Office Review Coordinator

Comments:

The Ottumwa Power Plant located just outside of town does some business with the PO. Also Headwaters Resources located just outside of town does some business with the PO and they also have a PO Box. A welding shop in town does business with the PO and they have a PO Box.

cc: Official Record

02/18/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the CHILLICOTHE Post Office, 52548 - 9014, located in Wapello County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record



02/18/2011

Donald Kirkendall
Sheriff
330 W 2nd Street
Ottumwa, Iowa 52501

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the CHILLICOTHE Post Office, 52548 - 9014, located in Wapello County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

RECEIVED
2011 FEB 22 AM 8:22
DONALD E. KIRKENDALL
SHERIFF
WAPELLO COUNTY

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: 1

Comments/Findings:

Report of the Chief Deputy 2/22/11

cc: Official Record

Post Office Survey Sheet

Post Office Survey Sheet

Post Office Name	<u>CHILLICOTHE</u>	ZIP+4	<u>52548-9014</u>
Congressional District	<u>1A-02</u>	Date	<u>03/09/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

N/A Management initiated study

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? Lease expires 11/30/2013 - No termination clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

N/A Management initiated study

5. List potential CPO sites.

N/A Management initiated study

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

N/A

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

PMR/OIC to be reassigned or terminated

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail is received around 5:30 by star route driver. Dispatched by star route driver around 4:40

How Post Office boxes are installed? 80

How Post Office boxes are used? 32

What are the window service hours? 06:45 - 11:00 M-F

06:45 - 09:30 S

What are the lobby hours? 6:00-18:00 M-F

6:00-18:00 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

None

Post Office Survey Sheet(continued)

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? None
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. N/A Management initiated study
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? None
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? K40</p> <p>b. Will this change result in the route being overburned? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route?</p> <p>c. How many boxes and miles will be added to the route? 32, box 2 Miles</p> <p>d. What would be the additional annual expense if the route is increased? 4237</p> <p>e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? 0</p> <p>f. At what time of the day does the carrier begin delivery to the community? 10:30</p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? 0</p>
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Current no fee box holders will have an increase in box rent if PO box service is continued in another facility.</p>

Community Survey Sheet

Docket: 1357933

Page Nbr: 16

Community Survey Sheet

Post Office Name	<u>CHILLICOTHE</u>	ZIP+4	<u>52548-9014</u>
Congressional District	<u>IA-02</u>	Date	<u>02/18/2011</u>

1. Incorporated?

☒ Yes ☐ No

Local government provided by:

Mayor and Council

Police protection provided by:

Wapello County Sheriff

Fire protection provided by:

Wapello County Fire Department

School location:

Eddyville, Ia Eddyville-Blakesburg School

2. What population growth is expected? (Please document your source)

Minimal - Facilities Planning Website

3. What residential, commercial, or business growth is expected? (Please document your source)

Minimal - Facilities Planning Website

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?

Check with the field real estate office when verification is needed.)

Chillicothe is burial place of the oldest man to serve in the Civil War, Curtis King. Chillicothe is ancient Shawnee Indian word which means "principal place"

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
-
- retirees & farmers

Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center.

6. Do employees of the office offer assistance to senior citizens and handicapped)?

What provisions can be made for these services if the Post Office is discontinued?

Bulletin board. No special assistance to senior citizens and handicapped.

Highway Contract Route Cost Analysis Form

Docket: 1357933 - 52548

Page Nbr: 17

Highway Contract Route Estimated Cost for Alternative Service

Office Name: CHILLICOTHE

Office Zip+4: 52548 -9014

District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

Rural Route Cost Analysis Form

Docket: 1357933

Page Nbr: 17a

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: CHILLICOTHE

Office Zip+4: 52548 -9014

District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the rural route 32

2. Enter the number of additional miles to be added to the route 2.00

Total (additional boxes x volume factor) 52.16

3. Enter the number of additional boxes to be added to the rural route 32

Centralized boxes	<u>0.00</u>	x 1.00 Min	<u>0.00</u>
Regular L route boxes	<u>0.00</u>	x 1.82 Min	<u>0.00</u>
Regular Non-L route boxes	<u>32.00</u>	x 2.00 Min	<u>64.00</u>

Total additional box allowance 64.00

4. Enter the number of additional daily miles to be added to the rural route 2.00 x 12 Mileage Standard 24.00

Total additional minutes per week (miles carried to two decimal places) 140.16

5. Total additional annual minutes (additional minutes per week year) 140.16 x 52 Weeks 7,288.32

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour) 7,288.32 / 60 Minutes 121.47

7. Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated) 34.88

Total Annual Cost (additional annual hours x rural cost per hour) 4,236.94

8. Enter lock pouch allowance (if applicable) 0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 4,236.94

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 03/09/2011																								
2. Post Office Name CHILLICOTHE		3. State and ZIP + 4 Code IA, 52548-9014																										
4. District, Customer Service HAWKEYE PFC	5. Area, Customer Service WESTERN	6. County Wapello	7. Congressional District IA-02																									
8. Reason for Proposal to Discontinue Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.		9. PO Emergency Suspension (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 04/30/1999 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150)EAS-53 Downgraded from EAS-53 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 06:45 - 11:00 Sat 06:45 - 09:30 Total Window Hours Per Week a. Lobby Time M-F 6:00-18:00 Sat 6:00-18:00 24.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 32 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 32 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 3.90		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>11</td><td>14</td></tr> <tr><td>b. Newspaper</td><td>0</td><td>0</td></tr> <tr><td>c. Parcel</td><td>0</td><td>0</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>11</td><td>14</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	11	14	b. Newspaper	0	0	c. Parcel	0	0	d. Other	0	0	e. Total	11	14	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	11	14																										
b. Newspaper	0	0																										
c. Parcel	0	0																										
d. Other	0	0																										
e. Total	11	14																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances - FY 2008 2009 2010		Receipts \$ 8,423 \$ 7,726 \$ 10,120	b. EAS Step 1 PM Basic Salary (no Cola) \$ 15360	c. PM Fringe Benefits (33.5% of b.) \$5,142																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 11/30/2013 Annual Lease \$ 3168 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
16b. Explain None																												
17. Schools, Churches and Organization in Service Area: No: 0		19. Administrative/Emanating Office (Proposed):																										
		Name OTTUMWA PO EAS Level 21 Miles Away 7.0 Window Service Hours: M-F 07:30-17:00 SAT Closed Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 390																										
18. Businesses in Service Area: No: 4		20. Nearest Post Office (if different from above):																										
The Ottumwa Power Plant located just outside of town does some business with the PO. Also Headwaters Resources located just outside of town does some business with the PO and they also have a PO Box. A welding shop in town does business with the PO and they have a PO Box. Tolle Feed		Name KIRKVILLE PO EAS Level 53 Miles Away 4.0 Window Service Hours: M-F 08:00-12:00 SAT 08:00-12:00 Lobby Hours: M-F 08:00-12:00 SAT 08:00-12:00 PO Boxes Available: 67																										
21. Prepared by																												
Printed Name and Title LISA CARVER		Signature LISA CARVER		Telephone No. AC U (319) 399-2902																								
PO Discontinuance Coordinator Name KAREN LENANE		Telephone No. AC U (319) 399-2902		Location CEDAR RAPIDS, IOWA																								

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the CHILLICOTHE Post Office on 03/11/2011. Additionally, during the survey period, questionnaires were available at the CHILLICOTHE Post Office to walk-in retail customers.

1. Number of Questionnaires

Total questionnaires distributed	48
Favorable to proposal	1
Unfavorable to proposal	4
Expressing no opinion	16
Total questionnaires received	21

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
Customer expressed a concern about nonpostal services
Response:
You expressed a concern about nonpostal services. Nonpostal services provided at the Chillicothe Post Office will be available at the Ottumwa or Kirksville Post Office. Government forms normally provided by the post office will also be available at the Ottumwa or Kirksville Post Office or by contacting your local government agency.
2. Concern (No Opinion):
No Concern
Response:
3. Concern (Unfavorable):
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
Response:
You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
4. Concern (Unfavorable):
Customers asked why their post office was being discontinued while others were retained
Response:
You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
5. Concern (Unfavorable):
Customers expressed concern for loss of community identity
Response:
You expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses.
6. Concern (Unfavorable):
Customers expressed concern for loss of community identity
Response:
You expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses.
7. Concern (Unfavorable):
Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
Response:
You expressed a concern about assistance for customers with disabilities or senior citizens. Customers are not required to travel to another post office to receive mail or obtain retail services. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes located close to customers' residences. Customers do not have to travel to the post office. Special provisions are made for hardship cases or special customer needs.
8. Concern (Unfavorable):

Customers expressed concern that postal employees at the adminoffice Post Office are rude

Response:

You expressed a concern that postal employees at the Ottumwa Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

9. **Concern (Unfavorable):**

Customers felt the post office should remain open since they paid taxes

Response:

You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

10. **Concern (Unfavorable):**

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

You expressed a concern that you would miss the special attention and assistance provided by the personnel at the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa or Kirkville Post Office and from the carrier.

11. **Concern (Unfavorable):**

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

You stated that you received outstanding, friendly, courteous, and efficient customer service from the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office or the Kirkville Post Office, and from the carrier. Special assistance will be provided as needed.

12. **Concern (Unfavorable):**

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

You stated that you received special attention and assistance in the winter. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office and from the carrier. Special assistance will be provided as needed.

13. **Concern (Unfavorable):**

Customers wanted to know why the customer lines were so long at the adminoffice Post Office

Response:

You expressed a concern that the customer lines were extremely long at the Ottumwa Post Office. The Ottumwa Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ottumwa Postmaster so she can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

14. **Concern (Unfavorable):**

Customers were concerned about mail security

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

15. **Concern (Unfavorable):**

Customers were concerned about senior citizens

Response:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**

Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as picking up tax/government forms. Government forms normally provided by the Chillicothe Post Office will also be available at the Ottumwa Post Office or by contacting your local government agency.

2. **Concern (No Opinion):**

Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Office that can be utilized for this purpose.

3. Concern (No Opinion):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.

4. Concern (No Opinion):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose. Government forms normally provided by the post office will also be available at the Ottumwa or Kirkville Post Office or by contacting your local government agency.

5. Concern (No Opinion):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa Post Office that can be utilized for this purpose.

6. Concern (Unfavorable):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.



03/14/11

OIC/POSTMASTER

SUBJECT: CHILLICOTHE Post Office

Enclosed are questionnaires addressed to customers of the CHILLICOTHE Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/30/11 for further review.

Karen Lenane
Post Office Review Coordinator
Enclosures



03/11/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the CHILLICOTHE Post Office retired on 04/30/1999. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 3.90 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at CHILLICOTHE may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Rural Route Service emanating from the OTTUMWA PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the KIRKVILLE PO, located 4.0 miles away. Hours of service at this office are 08:00 12:00, Monday through Friday, and 08:00 12:00 on Saturday. Post Office box service is available at this location at increased fees.

I invite you to think about a possible change to Rural Route Service. Please return the enclosed questionnaire by 03/28/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Chillicothe City Hall on 03/28/2011 from 6:30 to 7:30 to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely,

AMY BALIK
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate),
Summary of Post Office change regulations

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

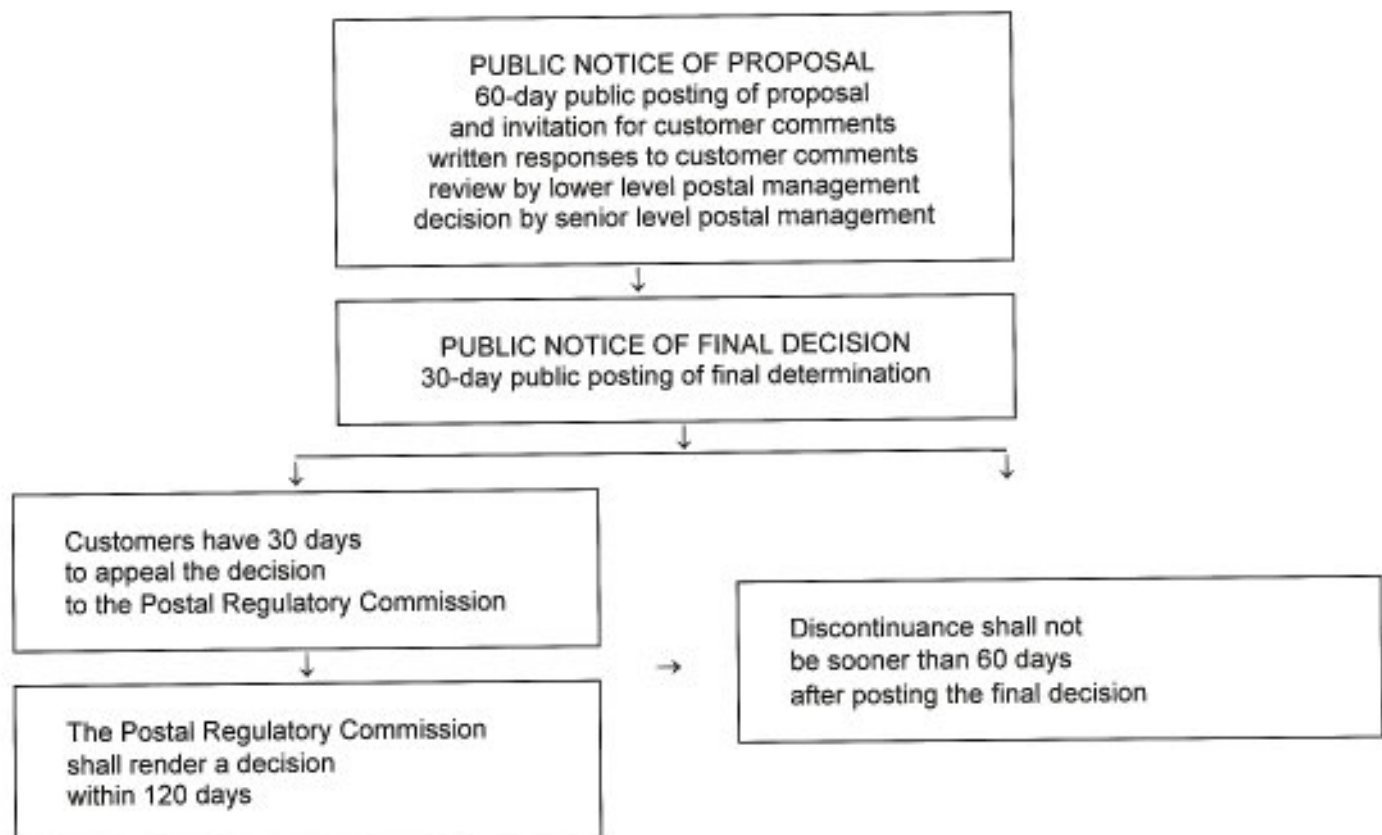
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.



MEMO TO THE RECORD

March 22, 2011

Customer questionnaires were returned stating that they used the post office to reset/use postage meter. According to the OIC of Chillicothe, Iowa there are no postage meter customers.

Lisa K Carver
Post Office Review Investigator

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Ottumwa Post Office - Some times

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Ottumwa, Oskaloosa

☒ Personal needs Ottumwa, Agency

☒ Banking Ottumwa

☒ Employment Ottumwa

☒ Social needs Ottumwa

5. Do you currently use local businesses in the community?

☐ Yes ☐ No There are none

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

MEMO TO THE RECORD

March 31, 2011

I was not able to respond to the questionnaire because it was returned without a name or return address.

Lisa K Carver
Post Office Review Investigator

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Keith Johnston

Address: P.O. Box 25 415 W Market ST

Telephone: 641-935-4320

Date: 3-12-2010

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

KEITH JOHNSTON

PO BOX 25
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as picking up tax/government forms. Government forms normally provided by the Chillicothe Post Office will also be available at the Ottumwa Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Amy Balik
for Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Ottumwa

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☐ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Connie Mathias

Address:

303 4th St. Chillicothe, Ia. 52548

Telephone:

641-935-2427

Date:

3-12-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

CONNIE MATHIAS

303 4TH STREET
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa Post Office that can be utilized for this purpose.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

for Lisa Carver

Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SEND BOXES TO MY PEOPLE

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☐ Shopping OTTUMWA, IOWA
- ☐ Personal needs " "
- ☐ Banking " "
- ☐ Employment RETIRED
- ☐ Social needs OTTUMWA

5. Do you currently use local businesses in the community?

☐ Yes ☒ No BUY BIRDSEED

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: BETTY JOHANSTON

Address: Box 25 CHILLCOTHE IOWA

Telephone: 641-935-2181

Date: MARCH 12 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

BETTY JOHNSTON

PO BOX 25
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Amy Balik
for Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Othman

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Jack Suran

Address:

Po Box 3 Chillsiothe, La 51548

Telephone:

641-455-1151

Date:

3-12-02

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

JACK SWAN

PO BOX 3
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa Post Office that can be utilized for this purpose.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script, appearing to read "Amy Balik".

Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Jim Searle

Address: PO Box 2 Chatham Pa. 52548

Telephone: 641-521-5858

Date: 3-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

JIM SWAN

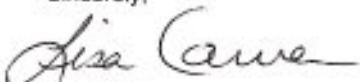
PO BOX 2
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

for 
Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

In the winter after hours shredding the mail

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

at the age of 85, what the use

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

In Ottumwa, but never had to stop

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

we don't have any

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Josephine H. Hanshaw

Address:

201 Spring Street

Telephone:

641-8935-2631

Date:

March 16 - 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

JOSEPHINE H HANSHAW

201 SPRING STREET
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs.
- You stated that you received special attention and assistance in the winter. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script, appearing to read "Amy Balik".

Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain: NEVER HAVE

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Ottumwa

☒ Personal needs Ottumwa

☒ Banking Ottumwa

☐ Employment DISABLED

☒ Social needs Ottumwa

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: MELISSA ROSSER

Address: 318 High St. P.O. Box 15

Telephone: 641-777-3941

Date: MARCH 14, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

MELISSA ROSSER

PO BOX 15
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Amy Balik
for

Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☒ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? OTTUMWA IA

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Ray Mathias

Address:

PO Box 36 Chillicothe

Telephone:

641-276-7117

Date:

March 14 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

RAY MATHIAS

PO BOX 36
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

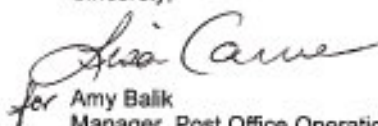
Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,


for Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

We work in Ottumwa - We use it.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Jarrett Johnston

Address:

312 Elm St.

Telephone:

(641) 935-4350

Date:

03/20/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

JANET JOHNSTON

312 ELM STREET
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

for Lisa Carver
Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes

☒ No

WHAT LOCAL BUSINESSES?

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes

☐ No

Name: CHARLES E. TROXEL

Address: 201 SPRING ST.

Telephone: ~~201~~ 641-226-1377

Date: 3-21-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

CHARLES E TROXEL

201 SPRING
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirksville Post Offices that can be utilized for this purpose.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

for Lisa Carr

Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



03/30/2011

ROBERT & BARBARA STEVENS

PO BOX 84
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

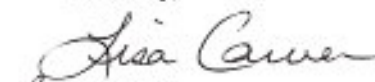
Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirksville Post Office that can be utilized for this purpose.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,


for Amy Balik

Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Ottumwa

☒ Personal needs Ottumwa

☒ Banking Ottumwa

☒ Employment Chillicothe

☒ Social needs Ottumwa

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Jodie Low

Address:

108 4th St Chillicothe IA 52548

Telephone:

641-935-2058

Date:

3/15/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/30/2011

JODIE LOWE

108 4TH STREET
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose. Government forms normally provided by the post office will also be available at the Ottumwa or Kirkville Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

for Lisa Carver
for Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

DISABLED FOR STANDING OR WALKING FAR - HEART PATIENT

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

SECURITY OF MAIL/PACKAGES, MAILING WEIGHT/
POSTAGE OF PACKAGES (OTHER THAN PRIORITY MAIL) UNKNOWN.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping OTTUMWA

☐ Personal needs ?

☒ Banking EDDYVILLE

☒ Employment DISABLED

☒ Social needs OTTUMWA

5. Do you currently use local businesses in the community?

☐ Yes ☒ No — ARE NONE!

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

JAMES M LASLEY

Address:

PO Box 5

Telephone:

641 935 4337

Date:

14 MAR 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

NOT MUCH LEFT OF THIS TOWN.
THIS COULD KILL WHAT'S LEFT.
THANKS,



03/30/2011

JAMES M LASLEY

PO BOX 5
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about assistance for customers with disabilities or senior citizens. Customers are not required to travel to another post office to receive mail or obtain retail services. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes located close to customers' residences. Customers do not have to travel to the post office. Special provisions are made for hardship cases or special customer needs.
- You expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses.
- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Amy Balik
for Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Service at Attumau PO is terrible
 glaciers melt quicker lines are long
 people are rude !!

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Don DARLAND

Address:

305 Spring St Box 1

Telephone:

Chillicothe, IA 52548

Date:

15 March 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Our local postal person Becky is outstanding friendly, courteous and efficient. Excellent customer service skills unlike your larger Ottumwa post office



03/30/2011

DON DARLAND

305 SPRING STREET
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

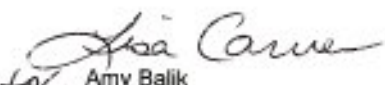
Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that postal employees at the Ottumwa Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
- You expressed a concern that the customer lines were extremely long at the Ottumwa Post Office. The Ottumwa Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ottumwa Postmaster so she can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
- You stated that you received outstanding, friendly, courteous, and efficient customer service from the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office or the Kirkville Post Office, and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,


for Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

Route Service Makes it more difficult To Mail ~~the~~ Packages. Post office is needed to ~~and~~ make mailing of packages easier.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☐ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Leon Wickenkamp - Wickenkamp Live Trap MFG.

Address: RR2 - Hedrick, IA. 52563

Telephone: 641-661-2700

Date: 3-26-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I Ship packages at least
a couple of times a week
While traveling to and from work.
I like the Convenience and
early opening hours of this Post
office & find the Post Master friendly
and helpful in accomplishing my
mailing tasks.

Leon Wichman

RR2

Hedrick, IA. 52563



03/30/2011

LEON WICKENKAMP

RR2

HEDRICK, IA 52563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
- You expressed a concern that you would miss the special attention and assistance provided by the personnel at the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa or Kirkville Post Office and from the carrier.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script, appearing to read "Amy Balik".

Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

We have many elderly that need assistance with getting their mail

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

There is no personalization we are gone often and don't want our mail out in a unsorted mail box in this economy.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Oskatoosy



Personal needs

Oskatoosy



Banking

Oskatoosy



Employment

Sigourney



Social needs

Oskatoosy

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

The post office and the elevator is all we have left. Don't take the post office to

Name:

Jason Gierig and Connor VanDerVeer

Address:

3011 High Street

Telephone:

641 660 0433

641 777 4694

Date:

03/14/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Dear Postal Service

We do not want our post office closed.
However if it is the two choices you
gave is not adequate Kirkville and
Attumwa try using the Attumwa
post office it is unfriendly and takes
a long time to get things. IF you
have to close the post office we
would like to have a centralized
post boxes put in town like the
city of Delta did.

Thanks for listening
The Van Der Veers.
Chillicothe.

641 66 00433



03/30/2011

JASON, ALICIA & CONNOR VANDERVEER

301 HIGH STREET
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Amy Balik
for Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



03/30/2011

JASON, ALICIA, CONNOR VANDERVEER

301 HIGH STREET
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that postal employees at the Ottumwa Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Amy Balik
for
Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>very seldom</i>
d. Pick up Post Office box mail	<i>try to</i> <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

☒ YES ☐ NO

*going to town
off & on
at times*

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these *mostly in other community* services?

☒ Shopping

☐ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Rebecca was a very nice postal lady in my opinion don't like losing her if it comes to it

MEMO TO THE RECORD

March 31, 2011

I was not able to respond to the questionnaire because it was returned without a name or return address.



Lisa K Carver
Post Office Review Investigator

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- ☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Simone Raymie City Place

Address:

120 N Cherry Ottumwa 52501 PO 11 Chillicothe

Telephone:

641-814-2116

Date:

3-25-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/01/2011

SIMONE RAYMIE

PO BOX 11
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the CHILLICOTHE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Chillicothe Post Office will be available at the Ottumwa or Kirksville Post Office. Government forms normally provided by the post office will also be available at the Ottumwa or Kirksville Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the CHILLICOTHE Post Office should be pursued, a formal proposal will be posted in the CHILLICOTHE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

for Lisa Carve
Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CHILLICOTHE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

James P. Rath

Address:

426 Market Chillicothe Ia 52548

Telephone:

641 9352045

Date:

4-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/12/2011

JAMES RATH
426 MARKET
CHILLICOTHE, IA 52548

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Chillicothe Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Chillicothe Post Office should be pursued, a formal proposal will be posted in the Ottumwa Post Office, Kivville Post Office and Chillicothe Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Amy L. Balik".

Amy Balik
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the CHILLCOTHE Post Office on 03/11/2011. Additionally, during the survey period, questionnaires were available at the CHILLCOTHE Post Office to walk-in retail customers.

1. Number of Questionnaires

Total questionnaires distributed	48
Favorable to proposal	1
Unfavorable to proposal	4
Expressing no opinion	16
Total questionnaires received	21

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services. Nonpostal services provided at the Chillicothe Post Office will be available at the Ottumwa or Kirksville Post Office. Government forms normally provided by the post office will also be available at the Ottumwa or Kirksville Post Office or by contacting your local government agency.

2. Concern (No Opinion):
No Concern

Response:

3. Concern (Unfavorable):
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response:

You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

4. Concern (Unfavorable):
Customers asked why their post office was being discontinued while others were retained

Response:

You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

5. Concern (Unfavorable):
Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses.

6. Concern (Unfavorable):
Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses.

7. Concern (Unfavorable):
Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:

You expressed a concern about assistance for customers with disabilities or senior citizens. Customers are not required to travel to another post office to receive mail or obtain retail services. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes located close to customers' residences. Customers do not have to travel to the post office. Special provisions are made for hardship cases or special customer needs.

8. Concern (Unfavorable):

Customers expressed concern that postal employees at the adminoffice Post Office are rude

Response:

You expressed a concern that postal employees at the Ottumwa Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

9. **Concern (Unfavorable):**

Customers felt the post office should remain open since they paid taxes

Response:

You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

10. **Concern (Unfavorable):**

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

You expressed a concern that you would miss the special attention and assistance provided by the personnel at the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa or Kirkville Post Office and from the carrier.

11. **Concern (Unfavorable):**

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

You stated that you received outstanding, friendly, courteous, and efficient customer service from the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office or the Kirkville Post Office, and from the carrier. Special assistance will be provided as needed.

12. **Concern (Unfavorable):**

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

You stated that you received special attention and assistance in the winter. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office and from the carrier. Special assistance will be provided as needed.

13. **Concern (Unfavorable):**

Customers wanted to know why the customer lines were so long at the adminoffice Post Office

Response:

You expressed a concern that the customer lines were extremely long at the Ottumwa Post Office. The Ottumwa Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ottumwa Postmaster so she can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

14. **Concern (Unfavorable):**

Customers were concerned about mail security

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

15. **Concern (Unfavorable):**

Customers were concerned about senior citizens

Response:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**

Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as picking up tax/government forms. Government forms normally provided by the Chillicothe Post Office will also be available at the Ottumwa Post Office or by contacting your local government agency.

2. **Concern (No Opinion):**

Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Office that can be utilized for this purpose.

3. Concern (No Opinion):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.

4. Concern (No Opinion):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose. Government forms normally provided by the post office will also be available at the Ottumwa or Kirkville Post Office or by contacting your local government agency.

5. Concern (No Opinion):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa Post Office that can be utilized for this purpose.

6. Concern (Unfavorable):
Customer expressed a concern about nonpostal services

Response:

You expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirkville Post Offices that can be utilized for this purpose.

Community Meeting Roster

Postal Service Representative (Names and Titles):
Amy Balik - Manager Post Office Operations Area 7
Lisa Carver - PO Review Investigator

Date: 03/28/2011
Time: 6:30

Total Number of Customers Present: 112 Place: Chillicothe City Hall

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Tom Veldhuisen	Box 13	52548	641-799-9253
Becky Langstraat	PO BOX 51	52543	641-933-4415
L. Langstraat	Box 51	52543	641-933-4415
Sue Witt	Box 61	52543	641-933-4109
Ed Elder	214 S ^{Fremont} MILLS	52561	641-933-4507
Arden Reagen			
Jim Hagg	319 Spring St	52548	
Barb Stover	Box 84	52548	641-935-2196
Melissa Resser	Box 15 318 High St	52548	641-777-3941
Ray Mathews	BOX 36	52548	641 226 7117
Charles Krokel	Box 74	52548	641 226 1327
J. Hardman	Box 75	52548	641 935-7631
Abbi Zandy	PO BOX 5	52548	641 935 4337
Danil Dally	Box 24	52548	641 935 2043
Jim LASLEY	PO Box 5	52548	641 935 4337
Sam Kingery	420 Market	52548	641-799-4479

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (Favorable):
Customer expressed a concern about package delivery and pickup
Response:
You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
2. Concern (Favorable):
Customers felt inclement weather and poor road conditions might impede delivery
Response:
You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
3. Concern (Favorable):
Customers inquired about mailbox installation and maintenance
Response:
You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Ottumwa postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
4. Concern (Favorable):
Customers were concerned about a change of address
Response:
You expressed a concern about a change in address. All mail will continue to be addressed to Chillicothe, IA 52548. Customers will be assigned a carrier route address instead of a PO Box. If you currently have rural delivery, your address will not change.
5. Concern (Unfavorable):
Customers were concerned about obtaining services from the carrier
Response:
You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

6. **Concern (Unfavorable):**

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

You expressed concern that you would miss the special attention and assistance provided by the personnel at the Chillicothe. Courteous and helpful service will be provided by personnel at the Ottumwa or Kirkville Post Office and from the carrier.

7. **Concern (Unfavorable):**

You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

8. **Concern (Unfavorable):**

You expressed a concern that they requested and were denied rural delivery service

Response:

You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

9. **Concern (Unfavorable):**

Customers were concerned about obtaining accountable mail and large parcels

Response:

You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If you live over one-half mile away or are not at home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Ottumwa Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

10. **Concern (Unfavorable):**

Customers were concerned about having to make an address change on their bank checks and stationery

Response:

You expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a carrier route address instead of a PO Box. If you currently have rural delivery, your address will not change. Customers will continue to use Chillicothe, IA 52548, in the last line of the address

11. **Concern (Unfavorable):**

Customers expressed concern about having to erect a rural mailbox

Response:

You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 7 miles away.

12. **Concern (Unfavorable):**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

13. **Concern (Unfavorable):**

Customers questioned the economic savings of the proposed discontinuance

Response:

You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

14. **Concern (Unfavorable):**

Customers wanted to know why the customer lines were so long at the adminoffice Post Office

Response:

You expressed a concern about the waiting time at the Ottumwa Post Office. The Ottumwa Post Office serves a much

larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ottumwa postmaster so she can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

15. Concern (Unfavorable):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response:

You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

16. Concern (Unfavorable):

Customers expressed concern over a postal representative not being customer oriented

Response:

You expressed concern over a postal representative not being customer oriented. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

17. Concern (Unfavorable):

Customers expressed concern that postal employees at the adminoffice Post Office are rude

Response:

You expressed a concern that postal employees at the Ottumwa Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

Nonpostal Concerns

1. Concern (Favorable):

Customers were concerned about loss of employment in the community

Response:

You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. The current OIC will be reassigned to another office.

2. Concern (Unfavorable):

Customer expressed a concern about nonpostal services

Response:

Customers were concerned about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the Chillicothe City Hall or at residences in town.



A. Office

Name: CHILLICOTHE State: IA Zip Code: 52548
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-02 County: Wapello
EAS Grade: 53 Finance Number: 181629
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/13/2011
Fax No: (319) 399-5502



A. Office

Name: CHILLICOTHE State: IA Zip Code: 52548
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-02 County: Wapello
EAS Grade: 53 Finance Number: 181629
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/13/2011
Fax No: (319) 399-5502

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

Section III

Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-53 Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

\$	15,350
\$	5,142
\$	3,168
\$	23,660
-	4,237
\$	19,423

A one-time expense of \$ 0 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Lisa K. Carver 4-12-11

Date

Reviewed and Certified By:

District PO Review Coordinator

(Signature) 5-13-11

Date



03/31/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the CHILLICOTHE Post Office
Docket No. 1357933

This is to advise you that on 04/18/2011, I will post for public comment a proposal to close the CHILLICOTHE Post Office in Wapello, Congressional District No. IA-02.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

GAIL DUBA
District Manager
HAWKEYE PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



04/12/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
CHILLICOTHE Proposal
Docket No. 1357933 - 52548

Please post the enclosed proposal to close the CHILLICOTHE Post Office in the lobby. The proposal must be posted in a prominent place from 04/18/2011 through close of business on 06/19/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

Enclosures: ~~PS Form 4826~~
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 04/18/2011

Date of Removal: 06/19/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE CHILLICOTHE, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the CHILLICOTHE Post Office:

The Postal Service is considering the close of the CHILLICOTHE Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 04/18/2011 through 06/19/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the CHILLICOTHE PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

Sincerely,

AMY BALIK
AMY BALIK
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 04/18/2011

Posting Round Date:

Date of Removal: 06/19/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE CHILLICOTHE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357933 - 52548

. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Chillicothe, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ottumwa Post Office, located seven miles away.

The postmaster position became vacant when the postmaster retired on April 30, 1999. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The Office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

The Chillicothe Post Office, an EAS-53 level, provided service from 06:45 - 11:00 Monday - Friday 06:45 - 09:30 Saturday and lobby hours of 6:00-18:00 on Monday - Friday and 6:00-18:00 on Saturday to 32 Post Office box customers and 16 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged four transaction(s) accounting for four minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$8,423 (22 revenue units) in FY 2008; \$7,726 (20 revenue units) in FY 2009; and \$10,120 (26 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 28, 2011, representatives from the Postal Service were available at Chillicothe City Hall to answer questions and provide information to customers. 16 customer(s) attended the meeting.

On March 11, 2011, 48 questionnaires were distributed to delivery customers of the Chillicothe Post Office. Questionnaires were also available over the counter for retail customers at the Chillicothe Post Office. 18 questionnaires were returned. 1 responses were favorable, 4 unfavorable, and 13 expressed no opinion regarding the proposed alternate service.

If this proposal is implemented, delivery and retail services will be provided by the Ottumwa Post Office, an EAS-21 level office. Window service hours at the Ottumwa Post Office are from 07:30 17:00, Monday through Friday, and Closed on Saturday. There are 390 post office boxes available.

Retail service is also available at the Kirkville Post Office an EAS-53 level office, located four miles away. Window service hours at Kirkville Post Office are from 08:00 12:00, Monday through Friday and 08:00 12:00 on Saturday. There are 67 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages |
| Response: | The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 2. Concern: | Customers asked why their post office was being discontinued while others were retained |
| Response: | The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. |
| 3. Concern: | Customers expressed concern for loss of community identity |
| Response: | The customer expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses. |
| 4. Concern: | Customers expressed concern for loss of community identity |
| Response: | The customer expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in |

5. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
- Response:** The customer expressed a concern about assistance for customers with disabilities or senior citizens. Customers are not required to travel to another post office to receive mail or obtain retail services. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes located close to customers' residences. Customers do not have to travel to the post office. Special provisions are made for hardship cases or special customer needs.
6. **Concern:** Customers expressed concern that postal employees at the adminoffice Post Office are rude
- Response:** The customer expressed a concern that postal employees at the Ottumwa Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
7. **Concern:** Customers felt the post office should remain open since they paid taxes
- Response:** The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the
- Response:** The customer expressed a concern that you would miss the special attention and assistance provided by the personnel at the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa or Kirksville Post Office and from the carrier.
9. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the
- Response:** The customer stated that you received outstanding, friendly, courteous, and efficient customer service from the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office or the Kirksville Post Office, and from the carrier. Special assistance will be provided as needed.
10. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the
- Response:** The customer stated that you received special attention and assistance in the winter. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office and from the carrier. Special assistance will be provided as needed.
11. **Concern:** Customers wanted to know why the customer lines were so long at the adminoffice Post Office
- Response:** The customer expressed a concern that the customer lines were extremely long at the Ottumwa Post Office. The Ottumwa Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ottumwa Postmaster so she can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
12. **Concern:** Customers were concerned about mail security

- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
13. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs.
14. **Concern:** Customer expressed a concern about package delivery and pickup
- Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
15. **Concern:** Customers expressed concern about having to erect a rural mailbox
- Response:** The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 7 miles away.
16. **Concern:** Customers expressed concern over a postal representative not being customer oriented
- Response:** The customer expressed concern over a postal representative not being customer oriented. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
17. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
18. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
- Response:** The customer expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
19. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Ottumwa postmaster or carrier for advice on placement of mailboxes and mailbox

20. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
21. **Concern:** Customers were concerned about a change of address
- Response:** The customer expressed a concern about a change in address. All mail will continue to be addressed to Chillicothe, IA 52548. Customers will be assigned a carrier route address instead of a PO Box. If you currently have rural delivery, your address will not change.
22. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery
- Response:** The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a carrier route address instead of a PO Box. If you currently have rural delivery, your address will not change. Customers will continue to use Chillicothe, IA 52548, in the last line of the address
23. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If you live over one-half mile away or are not at home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Ottumwa Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
24. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

25. **Concern:**

You expressed a concern that they requested and were denied rural delivery service

Response:

The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

26. **Concern:**

You were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Some advantages of the proposal are:

1. The carrier provides retail services, alleviating the need to go to the Post Office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier.
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in you PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Chillicothe is an incorporated community located in Wapello County. The community is administered politically by Mayor and Council. Police protection is provided by the Wapello County Sheriff. Fire protection is provided by the Wapello County Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: The Ottumwa Power Plant located just outside of town does some business with the PO. Also Headwaters Resources located just outside of town does some business with the PO and they also have a PO Box. A welding shop in town does business with the PO and they have a PO Box. Tolle Feed . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Chillicothe Post Office will be available at the Ottumwa Post Office. Government forms normally provided by the Post Office will also be available at the Ottumwa Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as picking up tax/government forms. Government forms normally provided by the Chillicothe Post Office will also be available at the Ottumwa Post Office or by contacting your local government agency. |
| 2. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirksville Post Office that can be utilized for this purpose. |
| 3. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirksville Post Offices that can be utilized for this purpose. |
| 4. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirksville Post Offices that can be utilized for this purpose. Government forms normally provided by the post office will also be available at the Ottumwa or Kirksville Post Office or by contacting your local government |

4. **Concern:** Customer expressed a concern about nonpostal services
- Response:** The customer expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa Post Office that can be utilized for this purpose.
6. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. The current OIC will be reassigned to another office.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on April 30, 1999. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 19,423 with a breakdown as follows:

Postmaster Salary (EAS-53, No COLA)	\$ 15,350
Fringe Benefits @ 33.5%	\$ 5,142
Rental Costs, Excluding Utilities	<u>+ \$ 3,168</u>
Total Annual Costs	\$ 23,660
Less Annual Cost of Replacement Service	<u>- \$ 4,237</u>
Total Annual Savings	<u>\$ 19,423</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Chillicothe, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ottumwa Post Office, located seven miles away.

The postmaster retired on April 30, 1999. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Chillicothe Post Office provided delivery service to 16 customers and 32 PO Box customers. The daily retail window transactions averaged four. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. The Postal Service will save an estimated \$19,423 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Chillicothe Post Office, Kirksville Post Office and Ottumwa Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



AMY BALIK
Manager, Post Office Operations

04/18/2011

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HILLICOTHE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



06/15/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 06/19/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 04/18/2011

Posting Round Date:

Date of Removal: 06/19/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE CHILICOTHE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357933 - 52548

Date of Posting: 04/18/2011

Date of Removal: 06/19/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE CHILLICOTHE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE



To the customers of the CHILLICOTHE Post Office:

The Postal Service is considering the close of the CHILLICOTHE Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 04/18/2011 through 06/19/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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Please return the comment form to:

KAREN LENANE
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CEDAR RAPIDS, IOWA 52406-9998

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DOCKET NUMBER 1357933 - 52548

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UNITED STATES POSTAL SERVICE



**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
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Thank you for your assistance.

Sincerely,

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Thank you for your assistance.

Sincerely,

AMY BALIK
AMY BALIK
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 06/15/2011

Postal Customers of the Chillicothe Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to consolidate the Chillicothe Post Office, which was posted 04/18/2011 through 06/19/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Chillicothe Post Office who disagrees will have the right to appeal that decision to the Postal Rate Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink, appearing to read "Stacy St. John", with a long horizontal flourish extending to the right.

STACY ST. JOHN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



06/23/2011

MEMO TO THE RECORD

SUBJECT: CHILLICOTHE
Docket Number 1357933 - 52548

The proposal to consolidate the CHILLICOTHE was posted with an "Invitation for Comments," at the CHILLICOTHE from 04/18/2011 through 06/19/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District



A. Office

Name: CHILLICOTHE State: IA Zip Code: 52548
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-02 County: Wapello
EAS Grade: 53 Finance Number: 181629
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/23/2011
Fax No: (319) 399-5502



06/21/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
CHILLICOTHE
Docket Number 1357933 - 52548

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in blue ink, appearing to read "Gail Duba", written over a horizontal line.

GAIL DUBA
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	CHILLICOTHE, IA, 52548-9014
EAS Level:	53
District:	HAWKEYE PFC
County:	Wapello
Congressional District:	IA-02
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	32
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	32

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
04/30/1999	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
02/15/2011	District manager authorization to study.
03/11/2011	Questionnaires sent to customers. Number sent: 48 Number Returned: 21
	Analysis: Favorable 1 Unfavorable 4 No Opinion 16
	Petition received. Number of signatures: 0
	Concerns expressed:
	Congressional inquiry received: No
	Concerns expressed:
05/06/2011	Proposal and checklist sent to district for review.
03/31/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/06/2011	Proposal and invitation for comments posted and round-dated.
06/23/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 0 No Opinion 0 0
None	Premature PRC appeal received.
	Concerns expressed:
03/09/2011	Updated PS Form 4920 completed (if necessary).
06/21/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

KAREN LENANE	(319) 399-2902
Name/Title	Telephone Number
KAREN LENANE	(319) 399-2902
District Post Office Review Coordinator	Telephone Number



06/23/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Chillicothe Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Stacy St. John Manager Post Office Operations.

GAIL DUBA
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1357933.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the CHILLICOTHE was received by 06/23/2011.
Please contact the Headquarters coordinator at (202) 268-5083 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 07/07/2011

Posting Round Date:

Date of Removal: 08/08/2011

Removal Round Date:

FINAL DETERMINATION TO CLOSE
THE CHILLICOTHE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357933 - 52548

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Chillicothe, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ottumwa Post Office, located seven miles away.

The postmaster position became vacant when the postmaster retired on April 30, 1999. An employee from a neighboring office may have been installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for closing or consolidation due to the following reasons: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

The Chillicothe Post Office, an EAS-53 level, provided service from 06:45 - 11:00 Monday - Friday 06:45 - 09:30 Saturday and lobby hours of 6:00-18:00 on Monday - Friday and 6:00-18:00 on Saturday to 32 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged four transaction(s) accounting for four minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$8,423 (22 revenue units) in FY 2008; \$7,726 (20 revenue units) in FY 2009; and \$10,120 (26 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 28, 2011, representatives from the Postal Service were available at Chillicothe City Hall to answer questions and provide information to customers. 16 customer(s) attended the meeting.

On March 11, 2011, 48 questionnaires were distributed to delivery customers of the Chillicothe Post Office. Questionnaires were also available over the counter for retail customers at the Chillicothe Post Office. 21 questionnaires were returned. 1 responses were favorable, 4 unfavorable, and 16 expressed no opinion regarding the proposed alternate service.

When this final determination is implemented, delivery and retail services will be provided by the Ottumwa Post Office, an EAS-21 level office. Window service hours at the Ottumwa Post Office are from 07:30 17:00, Monday through Friday, and Closed on Saturday. There are 390 post office boxes available.

Retail service is also available at the Kirkville Post Office an EAS-53 level office, located four miles away. Window service hours at Kirkville Post Office are from 08:00 12:00, Monday through Friday and 08:00 12:00 on Saturday. There are 67 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services. Nonpostal services provided at the Chillicothe Post Office will be available at the Ottumwa or Kirkville Post Office. Government forms normally provided by the post office will also be available at the Ottumwa or Kirkville Post Office or by contacting your local government agency. |
| 2. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages |
| Response: | The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 3. Concern: | Customers asked why their post office was being discontinued while others were retained |
| Response: | The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. |
| . Concern: | Customers expressed concern for loss of community identity |

	Response:	The customer expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses.
	Concern:	Customers expressed concern for loss of community identity
	Response:	The customer expressed a concern about the loss of the Post Office. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing to use Chillicothe, IA 52548 in addresses.
6.	Concern:	Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
	Response:	The customer expressed a concern about assistance for customers with disabilities or senior citizens. Customers are not required to travel to another post office to receive mail or obtain retail services. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes located close to customers' residences. Customers do not have to travel to the post office. Special provisions are made for hardship cases or special customer needs.
7.	Concern:	Customers expressed concern that postal employees at the adminoffice Post Office are rude
	Response:	The customer expressed a concern that postal employees at the Ottumwa Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
8.	Concern:	Customers felt the post office should remain open since they paid taxes
	Response:	The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
9.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the
	Response:	The customer expressed a concern that you would miss the special attention and assistance provided by the personnel at the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa or Kirksville Post Office and from the carrier.
10.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the
	Response:	The customer stated that you received outstanding, friendly, courteous, and efficient customer service from the Chillicothe Post Office. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office or the Kirksville Post Office, and from the carrier. Special assistance will be provided as needed.
11.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the
	Response:	The customer stated that you received special attention and assistance in the winter. Courteous and helpful service will be provided by the personnel at the Ottumwa Post Office and from the carrier. Special assistance will be provided as needed.

12. **Concern:** Customers wanted to know why the customer lines were so long at the adminoffice Post Office
- Response:** The customer expressed a concern that the customer lines were extremely long at the Ottumwa Post Office. The Ottumwa Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ottumwa Postmaster so she can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
13. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
14. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs.
15. **Concern:** Customer expressed a concern about package delivery and pickup
- Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
16. **Concern:** Customers expressed concern about having to erect a rural mailbox
- Response:** The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 7 miles away.
17. **Concern:** Customers expressed concern over a postal representative not being customer oriented
- Response:** The customer expressed concern over a postal representative not being customer oriented. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
18. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
19. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery

- Response:** The customer expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
20. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Ottumwa postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
21. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
22. **Concern:** Customers were concerned about a change of address
- Response:** The customer expressed a concern about a change in address. All mail will continue to be addressed to Chillicothe, IA 52548. Customers will be assigned a carrier route address instead of a PO Box. If you currently have rural delivery, your address will not change.
23. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery
- Response:** The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a carrier route address instead of a PO Box. If you currently have rural delivery, your address will not change. Customers will continue to use Chillicothe, IA 52548, in the last line of the address
24. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If you live over one-half mile away or are not at home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Ottumwa Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
25. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the

carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some imm

26. **Concern:**

You expressed a concern that they requested and were denied rural delivery service

Response:

The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

27. **Concern:**

You were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Some advantages of the final determination are:

- The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
 3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
 4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
 5. Customers opting for carrier service will not have to pay post office box fees.
 6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the final determination are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this final determination.

This final determination to close the Chillicothe Post Office was posted with an invitation for comment at the Chillicothe Post Office, Kirkville Post Office and Ottumwa Post Office from April 18, 2011 to June 19, 2011. The following additional concerns were received during the proposal posting period:

NONE

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Chillicothe is an incorporated community located in Wapello County. The community is administered politically by Mayor and Council. Police protection is provided by the Wapello County Sheriff. Fire protection is provided by the Wapello County Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: The Ottumwa Power Plant located just outside of town does some business with the PO. Also Headwaters Resources located just outside of town does some business with the PO and they also have a PO Box. A welding shop in town does business with the PO and they have a PO Box. Tolle Feed. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Chillicothe Post Office will be available at the Ottumwa Post Office. Government forms normally provided by the Post Office will also be available at the Ottumwa Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as picking up tax/government forms. Government forms normally provided by the Chillicothe Post Office will also be available at the Ottumwa Post Office or by contacting your local government agency. |
| 2. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirksville Post Office that can be utilized for this purpose. |
| 3. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirksville Post Offices that can be utilized for this purpose. |
| 4. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa or Kirksville Post Offices that can be utilized for this purpose. Government forms normally provided by the post office will also be available at the Ottumwa or Kirksville Post Office or by contacting your local government agency. |
| 5. Concern: | Customer expressed a concern about nonpostal services |
| Response: | The customer expressed a concern about nonpostal services such as the public bulletin board. There is a bulletin board at the Ottumwa Post Office that can be utilized for this purpose. |
| 6. Concern: | Customers were concerned about loss of employment in the community |
| Response: | The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. The current OIC will be reassigned to another office. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on April 30, 1999. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 19,423 with a breakdown as follows:

Postmaster Salary (EAS-53, No COLA)	\$ 15,350
Fringe Benefits @ 33.5%	\$ 5,142
Annual Lease Costs	<u>+ \$ 3,168</u>
Total Annual Costs	\$ 23,660
Less Annual Cost of Replacement Service	<u>- \$ 4,237</u>
Total Annual Savings	<u>\$ 19,423</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Chillicothe, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ottumwa Post Office, located seven miles away.

The postmaster retired on April 30, 1999. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Chillicothe Post Office provided delivery service to no customers and 32 PO Box customers. The daily retail window transactions averaged four. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$19,423 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Chillicothe Post Office, Kirksville Post Office and Ottumwa Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Chillicothe Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Chillicothe Post Office, Kirksville Post Office and Ottumwa Post Office during normal office hours.



Dean J. Granholm
Vice President of Delivery and Post Office Operations

06/28/2011

Date



07/07/2011

OFFICER-IN-CHARGE/POSTMASTER
Chillicothe Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Chillicothe Post Office Final
Determination Docket No. 1357933 - 52548

Please post in the lobby the enclosed final determination to close the Chillicothe Post Office. The final determination must be posted in a prominent place from 07/07/2011 through close of business on 08/08/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 08/09/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,

KAREN LENANE
POST OFFICE REVIEW COORDINATOR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:
Final Determination Official Record



06/28/2011

DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- CHILLICOTHE

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN – POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read "Dean J. Granholm".

Dean J Granholm
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, WESTERN Area

Date of Posting: 07/07/2011

Posting Round Date:



Date of Removal: 08/08/2011

Removal Round Date:



FINAL DETERMINATION TO CLOSE
THE CHILICOTHE, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357933 - 52548